

QUALITY POLICY STATEMENT

Form Number: QF 01
ISO Clause Ref.: 4.2 & 5.2
Issue Number: 03
Date: 013/08/2019
Approved by: C. Player

Statement of Purpose

To be the best in quality of products, services and people.

Our vision is to achieve market leadership through by providing exceptional value to our customers. In addition to providing competitive products we must deliver industry leading products, services and customer care, while looking after our Shareholders financial interests.

To achieve sustainable growth while maintaining the number 1 position in the market.

By:

- Service unit growth through NI conversions and high customer loyalty
- Grow the fulfillment capabilities improving quality and efficiency.
- Continuously improving our products and processes to become more environmental friendly
- Ensuring we abide by best Worksafe practices for site safety.
- All equipment is installed and maintained to the most update Standard or Code as required by Councils/Governing bodies and in accordance with our Codemark Certification which is approved by all local Regulatory bodies.
- Receive all local code changes relating to lift and escalator from MBIE and advice from the Auckland Technical Advisor.

Our Commitment

Schindler Lifts NZ Ltd will actively pursue improving quality systems through programs that enable each employee to do their job right safely the first time and every time. Schindler will not compromise on safety and has a full time Health and Safety officer who receives all industry safety requirement updates & notifications.

To ensure all interested parties requirements are met, Schindler Lifts NZ Ltd is committed to complying with the requirements of ISO 9001 and to continually improving the effectiveness of the quality management system.

Employees - Only the right people can create exceptional value for our customers. Schindler Lifts NZ Ltd is committed developing our employees' skills to effectively work with our customers in understanding their needs and how they can get the most value from our products and services through formal training and continuous quality awareness.

Schindler Lifts NZ Ltd management is committed to introducing employees to its policy and documented quality management system. It is the responsibility of Schindler Lifts NZ Ltd management and employees to familiarize themselves and comply with the policies and procedures of this quality management system.

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Schindler Lifts NZ Ltd Policy Statement is aligned with the "Corporate Quality Policy" issued in February 2006 by A.N. Schindler.

The policy supports the broader objectives as contained within our business plans. To ensure that the policy intentions are implemented, Schindler Lifts NZ Ltd has:

- Established procedures and work instructions to assist employees in performing their role.
- A commitment to continuous educational development that enhances employee skills for the work they perform, through a company-wide development plan and individual needs assessment.
- Established processes for the on-going evaluation and improvement of the system through regular dialogue at the executive and operational levels of management.



Managing Director



Date